

# Michigan ITS Center

Serving the Southeast Michigan Freeways  
www.michigan.gov/its

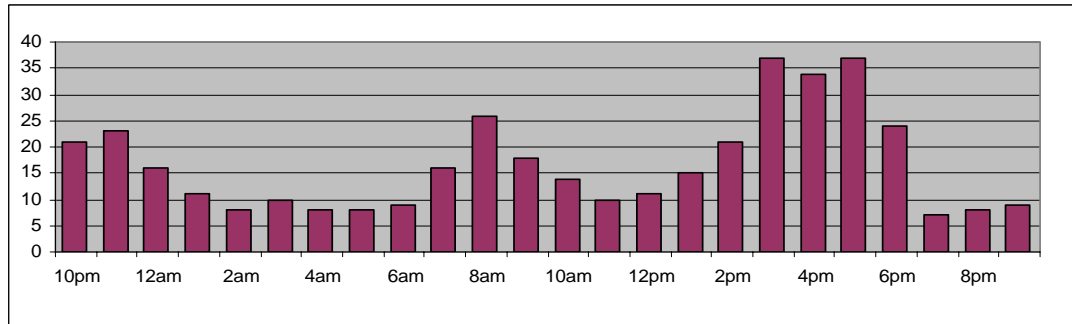


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June 2007

## CONTROL ROOM SUPPORT ACTIVITY

**Total Incidents per Hour**



**Monthly Incident Activity**

	Jun 2007	May 2007	Jun 2006
Freeway Closures	8	15	13
Lane Closures	31	27	39
Ramp Closures	6	8	9

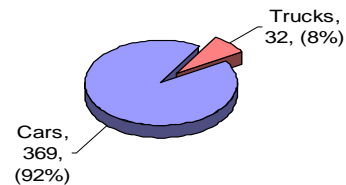
**Total Incidents by Roadway**

Freeway	Jun 2007	May 2007	Jun 2006
I-75	125	89	80
I-94	65	66	84
I-696 (Reuther)	62	55	57
I-96	66	59	50
M-10 (Lodge)	5	35	39
M-39 (Southfield)	35	31	36
I-275	41	31	34
I-375	4	4	0
TOTAL	403	370	380

**Calls by Type**

Agency	No. of Calls	INCOMING	OUTGOING
FCP	5015	3548	1467
Contractors	202	143	59
City	2	0	2
County	26	18	8
Federal	0	0	0
Fire	0	0	0
Local Police	18	13	5
MSP	616	531	85
Border	2	0	2
MDOT/DIT	154	96	58
Media	302	300	2
Special Events	1	1	0
Transit	0	0	0
Parking	0	0	0
Airport	0	0	0
Animals	1	1	0
OTHER	176	159	17
<b>Total</b>	<b>6515</b>	<b>4810</b>	<b>1705</b>

**Vehicle Composition of Incidents**

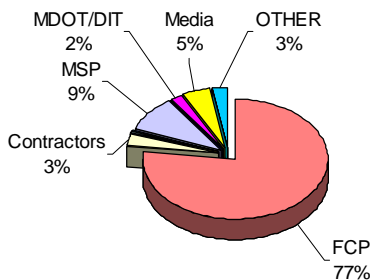


Total Incidents: 401

## MITs Center News

On June 4th, the control room implemented an 800 Mhz radio system to communicate with FCP more effectively and efficiently. Now, all control room dispatches are heard by all FCP units allowing the best unit to travel to an assist location. This change has not only strengthened communication, but also has increased professionalism and reinforced incident protocol.

On June 18th, the control room switched to a URS designed Call Tracking software. This software now tracks calls via events which groups the approximately 6000 incoming and outgoing calls that the control room handles per month into roughly 4000 recorded events. **The drop in "total calls" will be noticed in this and subsequent performance measure reports.**



Total Calls: 6515

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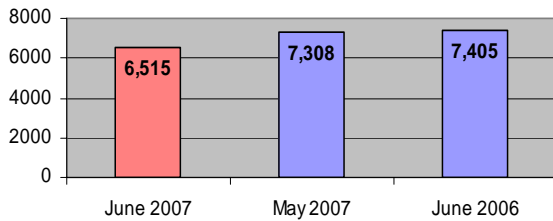
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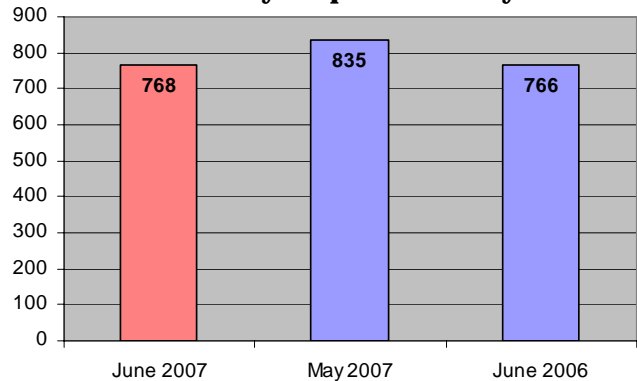
## CONTROL ROOM DISPATCH ACTIVITY

- Of the 4,529 assists that the Freeway Courtesy Patrol (FCP) provided during the month of June, 768 assists (17%) were dispatched by the FCP dispatchers located at the MITS Center.

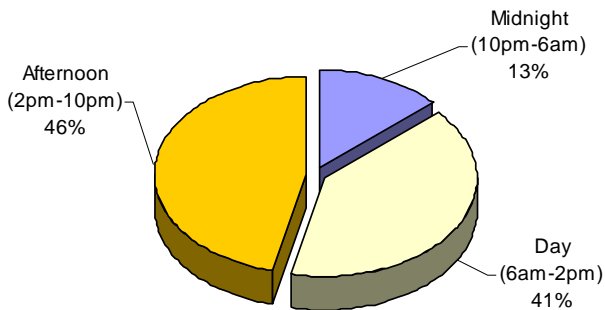
**Monthly Call History**



**Freeway Courtesy Patrol  
Monthly Dispatch Activity**

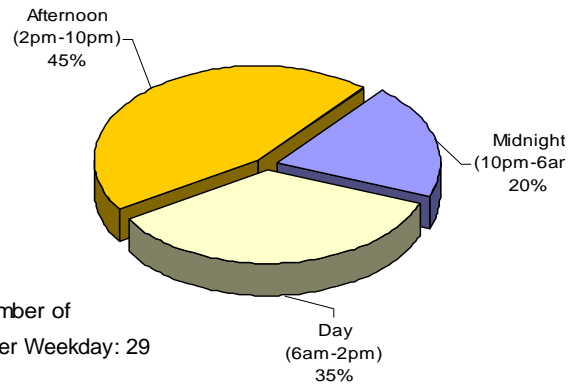


**Calls by  
Weekday Shift**



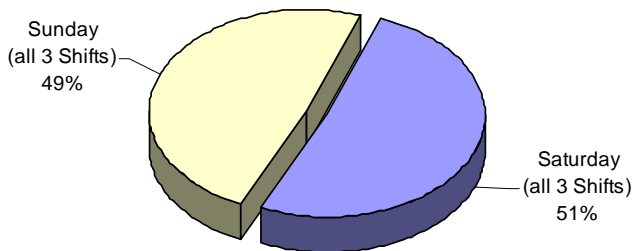
Average Number of  
Calls per Weekday: 264

**Freeway Courtesy Patrol  
Dispatches by Weekday Shift**



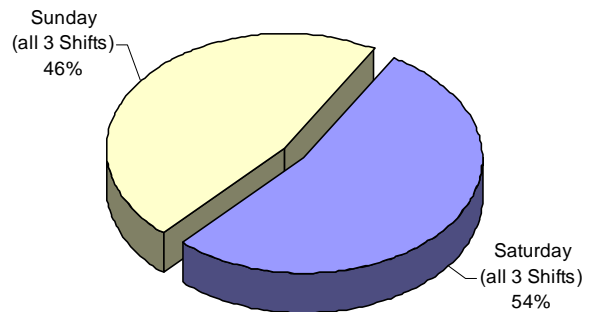
Average Number of  
Dispatches per Weekday: 29

**Calls by  
Weekend Day**



Average Number of  
Calls per Weekend: 216

**Freeway Courtesy Patrol  
Dispatches by Weekend Day**



Average Number of  
Dispatches per Weekend: 34

Note: Additional FCP information may be found beginning on page 4.

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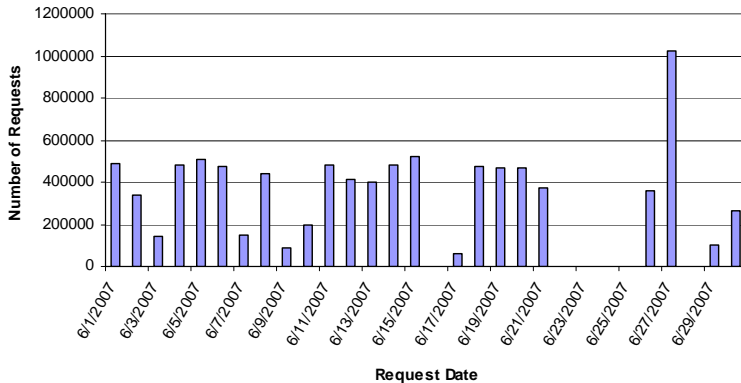
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## TRAVELER INFORMATION ACTIVITY

- The ITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov/mdot, click on "Detroit Traffic")

### Website Activity

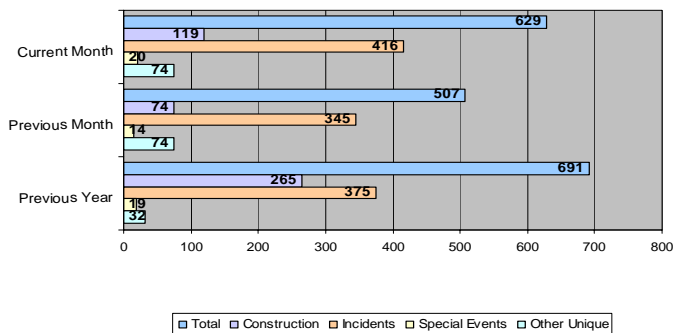
\*Missing data due to user volume below chartable range



### Top 5 DMS with Unique Messages

- I-94 EB at Second
- I-94 WB at Burns
- I-696 WB at Ryan
- M-10 NB at Porter
- I-75 SB South of 13 Mile

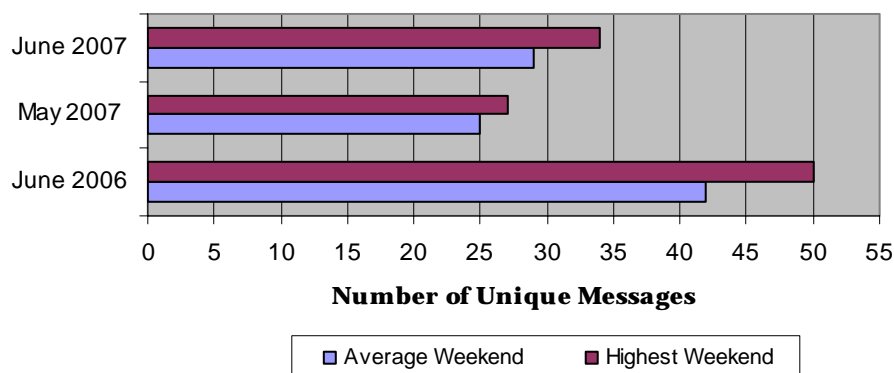
### Unique DMS Messages by Type



### Incident Communication Accuracy

Weekend DMS Snapshot Review	Jun 2007	May 2007	Jun 2006
All Incident Messages	100.0%	100.0%	99.2%
High Impact DMS Messages	Jun 2007	May 2007	Jun 2006
All High Impact Messages	93.3%	98.0%	98.4%
Freeway Closure Messages	87.5%	100.0%	92.3%
Lane Closure Messages	93.5%	100.0%	100.0%
Ramp Closure Messages	100.0%	87.5%	100.0%
Other Communication	Jun 2007	May 2007	Jun 2006
Advisory Text-Messages	93.3%	92.0%	98.4%
Website Incident Postings	95.6%	98.0%	100.0%

### Weekend Construction DMS Message Activity



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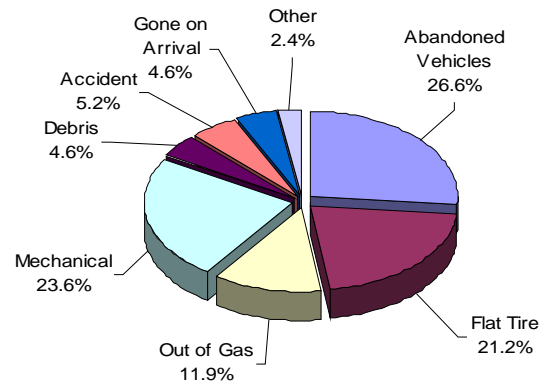
## FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

### Motorist Quote of the Month

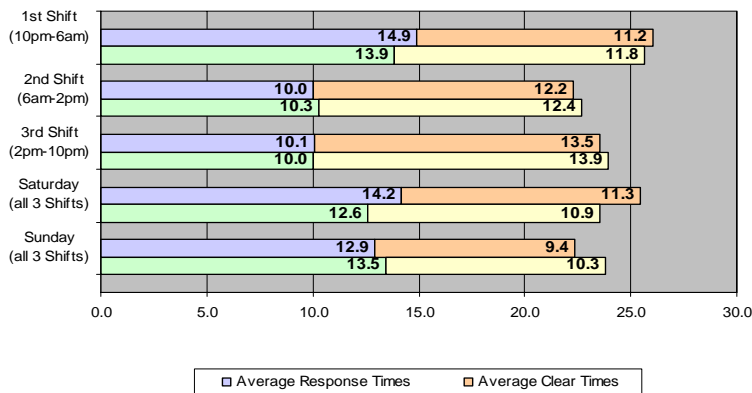
*"I see your vehicles nearly everyday on the freeway helping stranded motorists. Today, Thursday, was my turn. While my emergency was minor, ran out of gas, the kindness, support, and help given me was tremendous, saving me great time and inconvenience. Thank you !! This is a wonderful program that definitely should be continued."*

### Assist Type

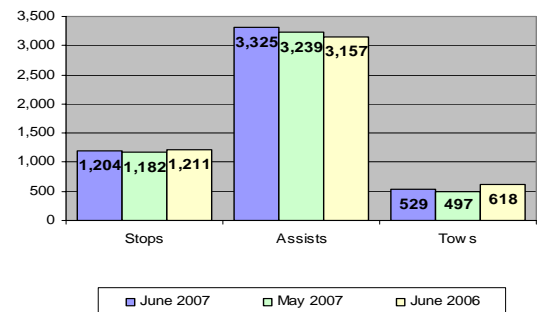


Total Number of Incidents: 4529

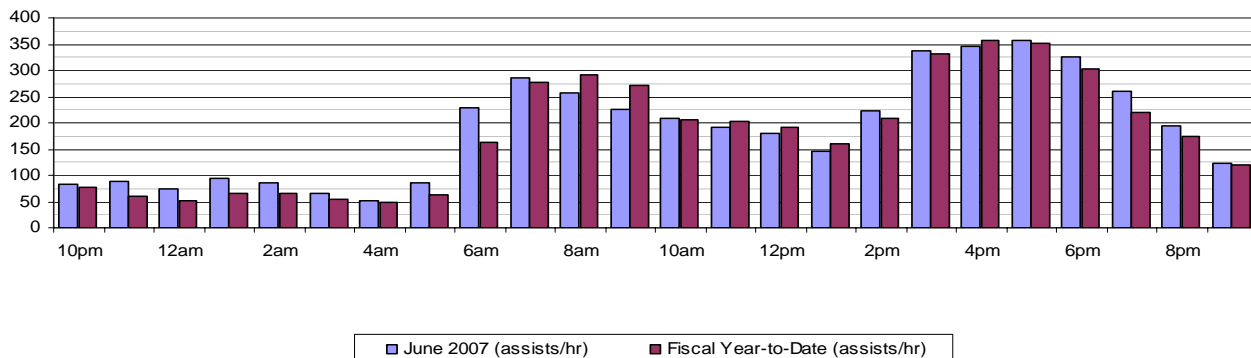
### FCP Average Service Times



### History of Key FCP Activities



### FCP Assists by Time of Day



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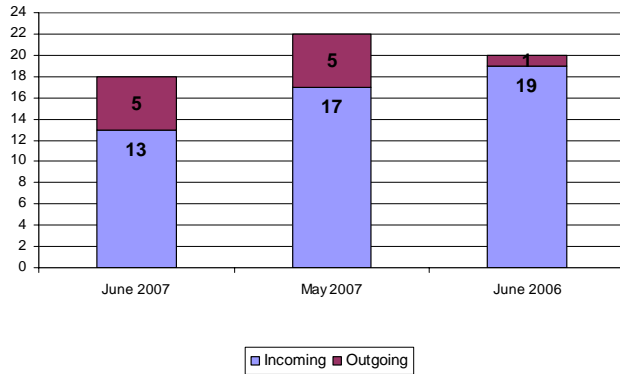


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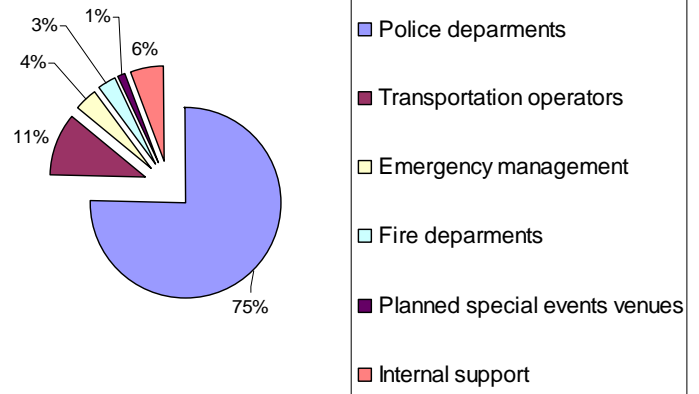
June 2007

## TRAFFIC INCIDENT MANAGEMENT

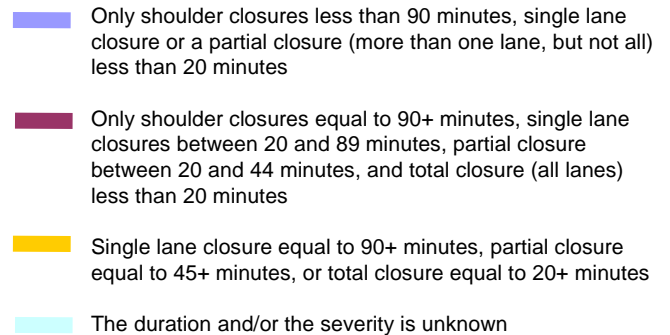
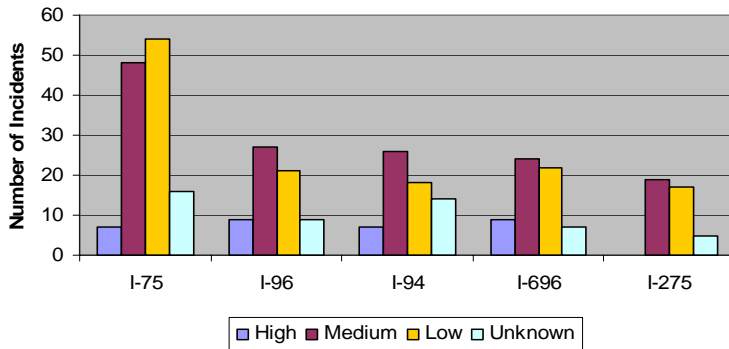
### Local Police Department Calls



### Video Users

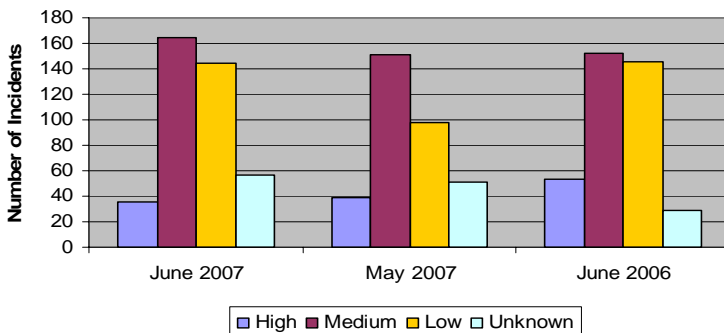


### Severity/Duration by Top Five Freeways

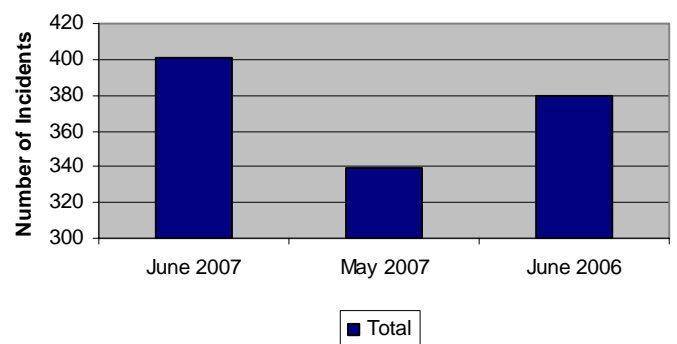


This data reflects the last lane affected prior to the incident being completely cleared

### Total Incident Severity/Duration by Month



### Total Number of Incidents



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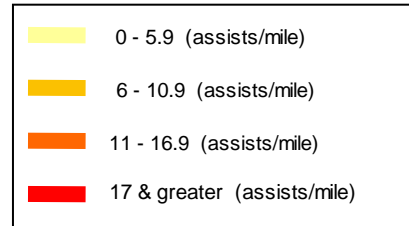
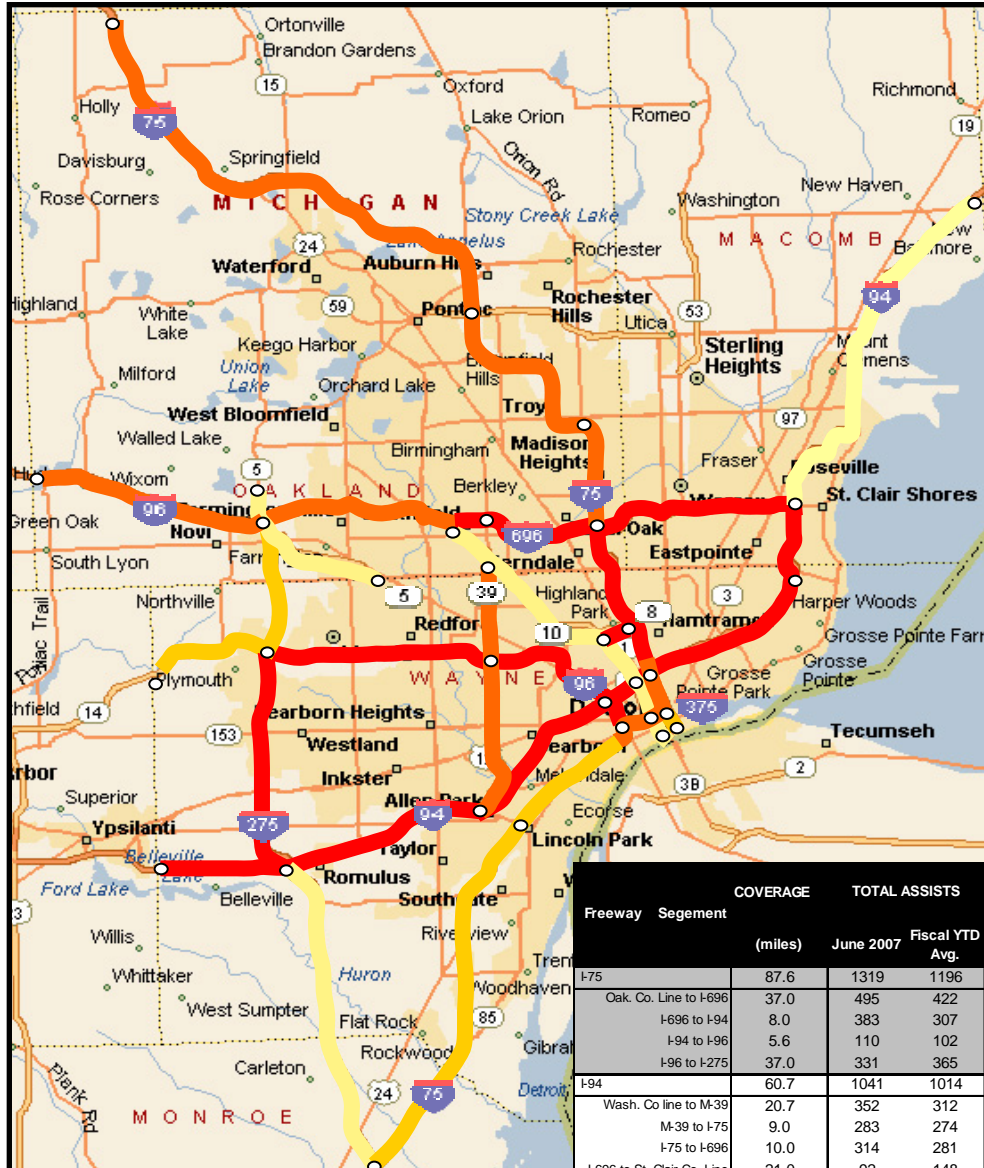


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## FREEWAY COURTESY PATROL ACTIVITY

### Freeway Courtesy Patrol Service Area



Freeway Segment	COVERAGE	TOTAL ASSISTS		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)		AVERAGE CLEAR TIME (min)	
	(miles)	June 2007	Fiscal YTD Avg.	June 2007	Fiscal YTD Avg.	June 2007	Fiscal YTD Avg.	June 2007	Fiscal YTD Avg.
I-75	87.6	1319	1196	15.1	13.6	10.9	11.3	13.0	12.9
Oak Co. Line to I-696	37.0	495	422	13.4	11.4	12.1	14.2	12.1	12.2
I-696 to I-94	8.0	383	307	47.9	38.4	8.2	8.9	15.4	14.1
I-94 to I-96	5.6	110	102	19.6	18.2	10.1	9.9	12.8	13.4
I-96 to I-275	37.0	331	365	8.9	9.9	13.3	12.1	11.8	12.6
I-94	60.7	1041	1014	17.1	16.7	11.8	11.0	11.2	12.0
Wash. Co line to M-39	20.7	352	312	17.0	15.1	12.7	12.2	11.7	12.8
M-39 to I-75	9.0	283	274	31.4	30.4	11.4	10.6	11.9	12.3
I-75 to I-696	10.0	314	281	31.4	28.1	11.6	10.2	10.6	11.9
I-696 to St. Clair Co. Line	21.0	92	148	4.4	7.1	9.2	10.9	9.0	10.4
I-96	34.0	735	673	21.6	19.8	13.2	11.4	12.3	12.5
Liv. Co. Line to I-275/I-696	11.0	174	150	15.8	13.7	16.2	12.8	11.3	13.3
I-275/M-14 to M-39	12.0	211	205	17.6	17.1	13.3	11.2	12.2	12.6
M-39 to I-75	11.0	350	317	31.8	28.8	12.0	10.9	13.0	12.1
I-275	37.5	436	382	11.6	10.2	11.6	11.1	12.6	13.1
I-96/I-696 to M-14/I-96	8.0	135	138	16.9	17.2	11.9	10.4	12.4	13.6
M-14/I-96 to I-94	12.0	214	173	17.8	14.4	10.4	11.0	13.2	12.9
I-94 to I-75	17.5	87	71	5.0	4.1	14.0	13.0	11.4	12.4
I-375	1.2	5	9	4.2	7.4	7.7	8.8	11.2	15.7
I-696 (Reuther)	28.7	605	500	21.1	17.4	11.2	10.4	13.2	12.9
I-96/I-275 to M-10	9.3	149	134	16.0	14.4	13.2	12.3	15.0	12.4
M-10 to I-75	9.0	228	177	25.3	19.7	10.2	10.0	13.4	14.3
I-75 to I-94	10.4	228	189	21.9	18.2	10.4	9.5	11.8	11.9
M-5 (Grand River)	10.3	36	49	3.5	4.8	10.0	10.6	8.6	13.7
M-8 (Davison)	2.2	49	49	22.3	22.4	4.8	9.1	9.6	11.5
M-10 (Lodge)	17.9	50	193	2.8	10.8	10.1	10.6	12.7	12.6
M-14	6.4	40	42	6.3	6.6	13.4	12.8	15.6	13.2
M-39 (Southfield)	14.2	213	218	15.0	15.3	8.3	11.4	12.8	14.5
<b>Total</b>	<b>300.7</b>	<b>4,529</b>	<b>4,325</b>	*Formula error in total computations corrected.					



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## DATA KEY INFORMATION

Table	Description	Data Source
<b>Total Incidents per Hour</b>	Displays the total incidents in the current month by hour of day.	<b><u>ATMS Incident Log</u></b> - Manually entered information by the operator.
<b>Total Incidents by Roadway</b>	Displays the total incidents in the current month by roadway.	<b><u>ATMS Incident Log</u></b> - Manually entered information by the operator.
<b>Monthly Incident Activity</b>	Displays the number of major incidents for the current month, previous month, and previous year.	<b><u>Monthly Closure QC</u></b> - QC of email advisory notifications sent for major incidents.
<b>Monthly Call History</b>	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	<b><u>Call Tracker Database</u></b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Calls by Type</b>	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	<b><u>Call Tracker Database</u></b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Vehicle Composition of Incidents</b>	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	<b><u>ATMS Incident Log</u></b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Monthly Dispatch Activity</b>	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	<b><u>FCP Call Card Database</u></b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Freeway Courtesy Patrol Dispatches by Weekday Shift</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	<b><u>FCP Call Card Database</u></b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Calls by Weekday Shift</b>	Displays the distribution of call activity for the Control Room operators by weekday shift.	<b><u>Call Tracker Database</u></b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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## DATA KEY INFORMATION

<b>Calls by Weekend Day</b>	Displays the distribution of call activity for the Control Room operators by weekend day.	<b>Call Tracker Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
<b>Freeway Courtesy Patrol Dispatches by Weekend Day</b>	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
<b>Website Activity</b>	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	<b>Web Site Database</b> - Automated data collection site of MITSC incident management activities.
<b>Top 5 DMS with Unique Messages</b>	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Unique DMS Messages by Type</b>	Displays the total number of unique DMS messages by type that occurred during the month.	<b>Daily DMS Activity Log</b> - Automated 15 Minute snapshots of daily DMS messaging.
<b>Incident Communication Accuracy</b>	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	<b>Monthly Closure QC</b> - QC of email advisory notifications sent for major incidents. <b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week <b>High Impact Message QC</b> - QC of incident information for each high impact incident resulting in an email advisory.
<b>Weekend Construction DMS Message Activity</b>	Displays the total number of freeway construction DMS messages displayed in a month.	<b>Daily DMS Message QC</b> - QC of DMS message snapshots system wide 7 times per day, 3 days per week
<b>Assist Type</b>	Displays the distribution of incident types for incidents responded to by FCP.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>FCP Average Service Times</b>	Displays the average response times and average clear times by shift.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>History of Key FCP Activities</b>	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident
<b>FCP Assists by Time of Day</b>	Displays the total assists for 2-hour increments over a 24-hour period.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.



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<b>Local Police Calls</b>	Displays incoming and outgoing local police calls.	<b>Call Tracker Database</b> - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls.
<b>Video Monitor Users</b>	Displays the distribution of video monitor users by user type for the current month.	<b>Web Site Database</b> - Automated data collection site of MITSC incident management activities.
<b>Severity and Duration</b>	Displays the distribution of incidents per freeway by severity determined from the duration of the incident and lanes blocked.	<b>ATMS Incident Log</b> - Manually entered information by the operator.
<b>Freeway Courtesy Patrol Service Area - Map</b>	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.
<b>Freeway Courtesy Patrol Service Area - Table</b>	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	<b>FCP Call Card Database</b> - Data cards filled out by the freeway courtesy patrol at each incident.